

PROGRAM COORDINATOR – GUARDIANSHIP PROGRAM

GENERAL RESPONSIBILITIES

Provides program coordination, implementation, monitoring, and/or case management for the Guardianship Program, in accordance with Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Provide coordination of the Guardianship Program
2. May perform supervisory responsibilities in accordance with the current Carroll County Personnel Ordinance, County policies and applicable laws
3. May perform case management, determine eligibility, conduct appointments and field visits, as required
4. Assess client needs, collect data, analyze complaints, provide information, answer questions, and make referrals
5. Develop and maintain effective working relationships with community agencies and long-term care facilities
6. Formulate goals, policies, programs, procedures and work schedules
7. Assign duties and examine work for exactness, neatness and conformance to laws, policies and procedures
8. Receive, investigate, monitor and resolve complex problems and complaints
9. Compose, prepare, and process reports, correspondence, and required literature
10. Establish, organize, and maintain files and computer records management/file systems
11. Apply knowledge of and responds to questions regarding ordinances, regulations, policies, procedures, and practices
12. Perform related duties as to specific assignments
13. Any employee may be identified as Essential Personnel during emergency situations
14. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
15. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree with major course work in gerontology, social work, or related field
 2. Three years experience in case management or program management
- A comparable amount of training and experience may be substituted for the minimum qualifications.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Valid driver's license
2. Requires criminal background check as condition of employment

KNOWLEDGE, SKILLS AND ABILITIES

1. Read and comprehend instructions, regulations, correspondence, and memos
2. Write reports, business correspondence, and procedure manuals
3. Present information and respond to questions from employees, groups of managers, clients, customers, and general public
4. Define problems, collect data, establish facts and draw valid conclusions
5. Work with detail, problem solve and communicate problems
6. Respond to inquiries and complaints from employees and citizens
7. Follow detailed written or oral instructions
8. Use computer software programs and/or other applications